



BENTLEY

EXTENDED WARRANTY



# Introduction

Welcome to Bentley Extended Warranty. This information document contains all relevant detail for the Bentley Warranty cover applicable to Your Vehicle. We hope that this information is easy to understand and clearly explains all the benefits of Your Warranty.

## WHAT IS IMPORTANT FOR YOU TO KNOW

Please read the notes that follow carefully:

1. This Warranty shall not become effective unless and until:
  - The Bentley Technical Inspection Certificate has been completed.\*
  - Any payment due for the Warranty has been received by Bentley Warranty Administration Services (hereinafter called the Administrator).
  - The Application has been accepted and a Warranty Confirmation Letter is issued to You.

\* For existing owners, subject to the terms and condition herein, there is no requirement for the Bentley Technical Inspection if cover is registered more than 30 days prior to the end of the Bentley manufacturer warranty period or prior to the expiry of an existing and valid Bentley Certified Pre-Owned or Extended Warranty. If the cover has lapsed, or if there is no cover, a Bentley Technical Inspection must be completed and noted defects rectified before the Application is submitted.

2. The Application must be:

- Completed by both You and the Retailer or Introducer selling the Warranty to You.
- Received by the Administrator.

If Your Application is accepted, You will receive a Warranty Confirmation Letter which must be retained with Your documents. If You do not receive a response to Your Application within 30 days, please contact Your selling Retailer, or Bentley Warranty Administration Services on 0344 573 8048.

In order to maintain Your Car in good condition We strongly recommend that it is regularly serviced by Your supplying Retailer or by any other Bentley Retailer or Authorised Repairer.

Please ensure You understand the current service schedule and requirements.

# Bentley Assistance

Included with Your Bentley Extended Warranty is Bentley Assistance, a comprehensive Roadside Assistance Package that includes:

- Roadside recovery and home assistance
- Garaging and storage
- Travel and accommodation costs where applicable
- Car hire
- Car repatriation

In the unlikely event that You require breakdown or recovery assistance please call:

UK – 0800 316 1333

Europe – 00800 4886 4886 or 0033 (0) 472 172 509

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# Contractual Agreement (Excluding Bentley Assistance)

This Warranty wording is evidence of a legally binding contract of insurance between You and Motors Insurance Company Limited (hereinafter known as the 'Insurer', 'We', 'Our', 'Us').

Motors Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under number 202875. This can be checked on the Financial Services Register by visiting the FCA's website at [www.fca.org.uk/register](http://www.fca.org.uk/register)

This Warranty is administered by Car Care Plan Limited (hereinafter known as the 'Administrator') which is authorised and regulated by the Financial Conduct Authority.

## Summary of Definitions

### Administrator

Car Care Plan Limited trading as Bentley Warranty Administration Services  
Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire  
BD3 7AG  
England

### Application

The Application for the Warranty, which is completed with the required details and submitted to the Administrator.

### Bentley Assistance

Bentley Assistance is provided by The Automobile Association, Fanum House, Basing View, Basingstoke RG21 4EA.

### Claim

If more than one part has failed at the time the Administrator is contacted, it will be dealt as, and considered to be, one Claim.

### Failure

The inability of an original or replacement component covered by the terms contained in this Warranty Information to function in normal service as per its design.

### Geographical Limits

This Warranty is only valid within the Geographic Region in which the Cover is purchased. If the Motor Car is permanently exported to another Geographic Region, then Cover will cease.

### Geographic Regions

- Asia Pacific (includes Australia, Hong Kong, Macau, New Zealand, and Taiwan).
- China.
- Europe (includes Armenia, Azerbaijan, Georgia, Israel, Kazakhstan, Morocco and Turkey).
- Latin America.

- Middle East, Africa & India.
- North America (USA & Canada).
- United Kingdom.
- Russia.

#### **Insurer (We, Our, Us)**

Motors Insurance Company Ltd  
Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire  
BD3 7AG  
England

#### **Introducer**

A party authorised to sell the Warranty, other than a Bentley Retailer.

#### **Limits of Liability**

There is no Limit of Liability in respect of any single Claim (subject to the Maximum Claims Liability clause) except where defined on the Warranty Confirmation Letter. Unless otherwise specified, the cover granted relates to and shall not exceed the manufacturer's list prices for parts, together with labour costs necessarily incurred in the repair of those items listed under 'Your Cover Explained' up to the Maximum Claims Liability.

#### **Maximum Claims Liability**

The Warranty covers both parts and labour costs up to an aggregate sum equivalent to the Purchase Price of the Car at the time of registration of cover inclusive of VAT and/or local taxes, for all claims accepted by the Administrator.

#### **Mechanical Failure/Electrical Failure**

This refers to any actual Failure of any of the parts listed under the heading 'Your Cover Explained' owing to unforeseen circumstances. Cover does not include parts that have been damaged by fire, flood and/or parts that are replaced at the time of repair but which have not actually failed.

#### **Motor Car (Car, Vehicle)**

The Car recorded on the Application and Warranty Confirmation Letter.

#### **Period of Cover**

The Period of Cover provided as stated within the Warranty Confirmation Letter.

#### **Private Sale**

The sale of the Motor Car by the Warranty Holder directly to a private individual who is not in the business of, buying or selling vehicles or representing any such company or entity.

#### **Repair/Replacement of Parts**

The Administrators obligations under this Warranty are limited to repairing or replacing at its option any part(s) which prove to be

defective. When replacing any defective parts genuine Bentley parts must be used.

#### **Retailer**

Any authorised Bentley Retailer or Workshop officially appointed by Us.

#### **Warranty**

The Warranty provided by The Insurer to the Warranty Holder on the terms contained in this Warranty document, the Application and the Warranty Confirmation Letter.

#### **Warranty Confirmation Letter**

The document sent to the Warranty Holder on acceptance of the Application, which includes confirmation of cover.

#### **Warranty Holder (You, Your, Yours)**

The person or entity named on the Warranty Confirmation Letter or such other subsequent individual or entity to whom the benefit of the Warranty is validly transferred.

#### **Warranty Information**

The information contained within this document.

## Your Cover Explained

### **What is Covered**

The following pages, including terms and conditions, set out exactly what is covered and what to do in the event of a Mechanical Failure/Electrical Failure. Provided You adhere to the terms and conditions of the Bentley Extended Warranty, the Insurer will cover all factory fitted components of the Car, except those listed, against the cost of parts and labour due to sudden Mechanical Failure/Electrical Failure and certain Consequential Failures as outlined below.

### **Sundry Components**

The following items are only covered if replacement is required as part of a valid Claim: Auxiliary Drive Belts, Oils, Filters, Lubricants and Antifreeze.

### **Consequential Failure**

Should a mechanical or electrical component (covered under the terms of this Warranty) be subject to Failure for any reason other than fire or flood and as a consequence cause Failure to a factory fitted mechanical or electrical component on the Motor Car which is not normally covered under the terms of this Warranty, We will pay the costs of repair or replacement of such component(s).

Consequential Failure to any component damaged by fire or flood is not covered under this Warranty. Neither are any damages to glass, paintwork, bodywork, trim, upholstery, soft trim, cosmetic finishes, internal and external body seals, door and window seals, wheels, tyres, accessories and strikers or hinges.

# General Exclusions

As with most warranties, there are some exclusions, such as:

- wear-and-tear to components caused by everyday use.

Also, anything requiring adjustment or replacement at scheduled service intervals, such as:

- brake pads, spark plugs and wiper blades are not covered.

Other excluded items are:

- batteries including high voltage battery on Electric and PHEV vehicles, please refer to the original manufacturer's battery warranty
- brake and clutch friction materials
- bulbs
- coolant hoses
- cosmetic finishes
- deterioration such as discolouration, alteration or deforming of parts due to normal ageing
- door seals
- door strikers and hinges
- electrical software updates or reprogramming\*
- gaskets or fittings\*
- glass and glass bonding; paint and bodywork
- internal and external trims

- recharging of air conditioning unit\*
- sweating or misting of fluids associated with weeping seals
- tools, jacks, battery conditioners and other items which may be supplied with, but are not an integral part of, the Vehicle
- tyres and valves
- upholstery and soft trim including the convertible roof
- weather strips and body seals (internal and external)
- wheel balancing, alignment and adjustment\*
- wheels and wheel nuts/bolts

\* Unless part of a valid Claim, or required due to the Failure of a covered part causing Consequential Failure.

## This Warranty does not cover:

1. Failure whenever it might occur:

- i) **Pre-existing faults** – Which could be reasonably stated by a qualified engineer appointed by Us, to have been owing to a fault(s) present before commencement of cover. Any such pre-existing fault(s) must be rectified before the Insurer's obligation under this Warranty can come into effect.
- ii) **Lack of proper maintenance** – Which could be attributable, in the reasonable opinion of a qualified engineer appointed by Us, to lack of proper maintenance or through negligence in taking reasonable preventive steps.

iii) Incorrect or contaminated fuel, coolant or lubricant – Any damage caused to any components by the use of incorrect or contaminated fuel, coolant or lubricant.

2. Any loss:

i) **Servicing** – Unless the Motor Car has been properly serviced at the time/ mileage intervals specified by the manufacturer and otherwise in accordance with the manufacturer's recommendations. A maximum allowance of 500 miles/800 kms either side of the stipulated mileage or four weeks either side of the stipulated time period is permitted. Proof of servicing must be accompanied by a receipted tax invoice(s).

ii) **Odometer** – If the Motor Car's odometer has been tampered with altered or disconnected.

iii) **Accident** – In whole or in part due to any kind of accident or any act or omission that is wilful, unlawful or negligent.

iv) **Modified Vehicle** – If the Motor Car has been modified from the manufacturer's original specification with the exception of genuine retrofit accessories fitted by an authorised Bentley Retailer or Workshop.

v) **Non covered components** – To a non-covered component other than under the terms of Consequential Failure applicable to this Warranty.

vi) **Environmental and disorder** – Caused by fire, flood, collision, theft, freezing, vandalism, riot, explosion, lightning, earthquake, windstorm, hail, animal or water.

vii) **Water ingress** – As a result of water ingress e.g. through damaged or ineffective door, window or roof seals, through doors or sunroofs left open.

viii) **Towing** – Caused by pulling a trailer or another vehicle, unless the Motor Car is equipped for this as recommended by Us.

ix) **Labour charges** – Associated with the labour charges to diagnose, dismantle, reassemble, repair or replace part(s) which are not covered.

x) **Diagnosis** – Any misdiagnosis or unsupported diagnosis costs.

xi) **Invalid transfers** – Any Claim when cover has not been validly transferred.

3. Repairs, replacements or alterations:

i) **Authorisation** – Not authorised by Us.

ii) **Non Failure** – Of any component(s) which has not actually failed, but which is repaired or replaced or which is reported or discovered during servicing and/or maintenance work as requiring repair or replacement.

iii) **Recall campaign or manufacturer upgrade** – Where the component(s), which has failed, is subject to a manufacturer's recall campaign or manufacturer upgrade.

iv) **Recall campaign or manufacturer upgrade** – Where the component(s) which has failed can be considered as having an inherent design fault.



- v) **Modified parts** – Of any part(s) which has been modified when compared with the manufacturer’s specification with the exception of genuine retrofit accessories fitted by an authorised Bentley Retailer or Workshop.
  - vi) **Other insurance or guarantees** – The cost of which is recoverable by the Warranty Holder under any other existing insurance or guarantee.
4. **Wear and tear** – The gradual reduction in operating performance of the Motor Car commensurate with its age and mileage including (but not limited to):
    - i) Gradual loss of engine compression necessitating the repair of valves or piston rings.
    - ii) Gradual increase in oil consumption due to normal operating functions.
  5. **Vehicle use** – Any Motor Car used for hire or reward, or used in any kind of competition, track day/event, rally or racing irrespective of whether or not such use is timed or involves high speed. However, Motor Cars used for wedding, hotel courtesy or similar services are not excluded, provided the Motor Car covers no more than 5,000 miles/8,000 kms per annum.
  6. **Garage or motor trader** – Any Motor Car owned or operated by a garage or motor trader or by any of its subsidiary or associated companies or by the proprietor thereof or any relative of the proprietor or any employee of such motor trader, or of any of its subsidiary or associated companies.
  7. **Liability** – Liability, which attaches by virtue of an agreement but which would not have attached in the absence of such agreement.
  8. **Consequential loss** – Any liability for death, bodily injury, or damage to other property or any consequential loss of whatsoever nature arising directly or indirectly from the Claim or event-giving rise to a Claim under this Warranty other than as provided herein.
  9. **War, invasion, act of foreign enemy hostilities** – Any consequence whether direct or indirect of war, invasion, act of foreign enemy hostilities (whether war be declared or not) civil war rebellion, revolution, insurrection or military or usurped power.
  10. **Nuclear fuel or waste** – Loss directly or indirectly caused by (or contributed to, by or arising from) any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
  11. **Cyber** – Any loss, damage, liability or expense directly or indirectly caused by or contributed to, or arising from, the use or operation, as a means for inflicting harm, of any system, software programme malicious code, Virus or process or any other electronic system.

# Conditions

Cover is subject to the following conditions:

1. The Warranty applies only to the specific Motor Car described in the Warranty Confirmation Letter denoted by its Vehicle Identification Number (VIN).
2. It is a condition that all information provided at the time of the Application should be accurate and truthful. Observance and fulfilment by the Warranty Holder of the full terms and conditions of this shall be conditions precedent to any liability of the Insurer to make any payment under this Warranty.
3. The Warranty Holder, with the prior consent of Us, may assign the benefits of this Warranty.
4. In the event of any occurrence giving rise to a Claim, and provided the Warranty Holder takes the Car to an authorised Bentley Retailer or Workshop, the Claim will be handled on the Warranty Holder's behalf. We reserve the right to examine the Motor Car and subject the failed parts to expert assessment.
5. No Claim will be considered unless, before commencement of cover, the Motor Car has been serviced at the appropriate time/mileage intervals in accordance with the manufacturer recommendations. Proof of servicing must be accompanied by a receipted tax invoice(s).
6. We shall be entitled in the event of any loss, to undertake in the name and on behalf of the Warranty Holder the absolute conduct, control and settlement of any proceedings. We may also take proceedings at our own expense and for Our own benefit, but in the name of the Warranty Holder to recover compensation or secure indemnity from any third party in respect of anything covered by this Warranty.
7. We shall not be liable in respect of any Claim by the Warranty Holder or subsequent holders covered by an existing warranty, insurance or other cover.
8. If any Claim is fraudulent in any respect all benefits under this Warranty will be forfeited.
9. If any difference shall arise as to the amount to be paid under any section of this Warranty (liability being otherwise admitted), such differences shall be referred to the Administrator. This procedure is explained in the Complaints section of this Warranty Information.
10. We shall not be liable for any statement or representation, written or verbal, (by whosoever made) which contradicts the terms and conditions of this Warranty, unless such statement or representation is supported in writing by Us.
11. Unless specifically documented, no liability can be accepted for any loss, defective work or defective materials supplied.
12. Any legal disputes concerning this Warranty will be decided by the use of the English version of the Warranty Information and the application of English Law.
13. The Period of Cover is as detailed in the Warranty Confirmation Letter. It should be noted that in the absence, for whatever reason, of the standard Bentley new car warranty, the start date and expiry date of this Warranty will remain unchanged from that detailed in the Warranty Confirmation Letter.

14. **Policy Premium Payments.** Cover is available as an annual policy with a single upfront payment or via monthly instalments.

Where You have selected to purchase Your product via monthly instalments, You have entered into an agreement to purchase an annual policy, spreading the cost over interest free instalments. You are required to continue to pay Your instalments until all monies owed have been paid.

The cover level provided when opting to pay by monthly instalments is identical to that of an annual policy. You must pay the premium every month on or before the date when it is due. Payment is required for the full premium of Your Policy subject to the cancellation terms. Should You fail to pay a monthly premium when it is due, all cover will cease immediately from that date. Where You have made a Claim against the Policy, You will be asked to continue to make Your monthly installment payments.

## How to Claim

### Bentley Extended Warranty

Should it be necessary to make a Claim, the following procedure should be adopted:

Take the Car to a Bentley Retailer or Authorised Repairer, preferably the Retailer from whom You purchased the Car or the Extended Warranty, and the Claim will be handled on Your behalf.

Bentley Warranty Administration Services Claims Department reserves the right to examine the Car and subject the parts being repaired to expert assessment before commencement of any repairs. It shall be clearly understood and agreed that in the event of any dispute arising as to the extent of the liability, the decision of the assessor shall be final and binding on Us and the Warranty Holder.

**IMPORTANT: No repair work should be started before the Administrator has approved it. The Administrator will not pay any Claim until the claims process has been completed and the invoice (receipted where applicable) has been received.**

## Cancellation Rights and Refunds

We hope You are happy with the cover this Warranty provides. If after reading Your Warranty document, however, this insurance cover does not meet with Your requirements, You have the right to cancel the Warranty within 30 days of purchase and Roadside Assistance within 14 days of purchase. Should You wish to cancel within this period, please return the Warranty to the Bentley Retailer or Authorised Repairer from whom the Warranty was purchased for a refund of any premium You are entitled to. If You purchased Your Warranty online please contact Bentley Warranty Administration Services on 0344 573 8048.

If You wish to cancel Your Warranty after this 30-day period, You may cancel Your Warranty at any time and receive a pro rata refund of Your premium (excluding Roadside Assistance premium) based on the number of whole months remaining subject to the deduction of a cancellation fee of £30. Requests for cancellation outside of the first 30 days from purchase should be made by contacting The Administrator on 0344 573 8048 or in writing to:

Bentley Warranty Administration Services  
Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire  
BD3 7AG  
England

There will be no refund entitlement under the following circumstances:

- In the last 30 days of cover on the Warranty
- If You have made a successful Claim on the Warranty
- Where the Warranty has been transferred from the original purchaser
- On Roadside Assistance, no refund or part refund will be provided after the first 14 days, or where assistance has been sought within the first 14 days

If You have paid for Your Policy by instalment payments through an instalment agreement with Bentley Warranty Administration Services, any refund amount owed to You will be calculated in line with the following rules:

Where You have paid all the instalment payments, We will calculate the refund as above.

The refund will be paid directly to You.

Where You have NOT paid all the instalment payments, We will calculate the refund as above and:

1. If the refund You are eligible for is in excess of the total outstanding instalment payments You owe Bentley Warranty Administration Services, We will pay the difference directly to You; or
2. If the refund You are eligible for is less than the total outstanding instalment payments You owe Bentley Warranty Administration Services, You will not receive a cash refund. The refund will be applied as part payment of Your total outstanding instalment payments.

You will continue to be responsible for paying the remaining outstanding payments on Your instalment agreement with Bentley Warranty Administration Services until the balance calculated at the time of notice of cancellation received by the Administrator has been settled.

Please allow up to 28 days for Your cancellation and refund to be processed.

## Transfer of Ownership

In the event that Your Motor Car is sold during the Period of Cover as a Private Sale, or to a Bentley Retailer, the benefits of the unexpired portion of the Product may be transferable to the new

owner. The transfer is subject to the approval of the Company and the following procedure and conditions being adhered to:

1. The transfer documentation is completed through an authorised Bentley Retailer or Workshop.
2. The transfer is applied for within thirty (30) days of the date of the Motor Car Sale.
3. The Motor Car has been serviced at the appropriate time/mileage intervals in accordance with the manufacturer's recommendations.

The Product cannot be transferred and shall terminate automatically if the title transfer of the Motor Car passes through a person or entity other than the subsequent buyer, or if the Motor Car is sold or traded to an individual or entity in the business of buying and selling cars that is not a Bentley Retailer. The Product is not transferable to any other vehicle.

## Extending Cover

You can extend Your Cover subject to the Motor Car meeting the required age and distance eligibility and providing the Application is made before expiry of the current Warranty. For further details of how to purchase and eligibility, please consult Your local Bentley Retailer, Authorised Repairer or contact Bentley Warranty Administration Services on 0344 573 8048.

## Complaints Procedure

We hope that You will be pleased with the service we provide.

In the unlikely event of a complaint, You should contact the administrator on 0344 573 8048, or in writing to:

The Complaints Team, Bentley Warranty Administration Services Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG, England. Telephone: 0344 573 8048  
You can also email the Administrator at [complaints@motor-admin.com](mailto:complaints@motor-admin.com).

Please tell the administrator your name and your claim number or policy number. Calls to the administrator may be recorded. The administrator will contact you within five days of receiving your complaint. In some cases, this will be to acknowledge your complaint, but in others it may be to give you a full reply. If the administrator cannot deal with your complaint within five working days, they will aim to give you a full reply within 28 days. In complex cases, or where further investigation is needed, this may take longer, and they will let you know if this is the case. The administrator will respond to your complaint within eight weeks, which is in line with requirements set by the Financial Conduct Authority.

If it is not possible to reach an agreement, You also have the right to ask the Financial Ombudsman Service to review Your case. The right to apply to the Ombudsman must be exercised within six months of the date of Our final decision. For more information You can visit the Financial Ombudsman Service website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or write to: The Financial Ombudsman Service, Exchange Tower, London E14 9SR. Telephone: 0800 023 4567 or 0300 123 9123.

The above procedures are in addition to Your legal rights as a consumer. To maintain the highest quality of service and for staff training purposes, telephone calls to The Administrator may be monitored and/or recorded.

We abide by the Motor Industry Vehicle Warranty Products Code of Practice which can be found on The Motor Ombudsman website at [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org).

The Motor Ombudsman will offer free impartial information and if appropriate an alternative dispute resolution process in the event that You are not satisfied with the outcome of a concern. For further information, You can visit The Motor Ombudsman website at [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org) or call their Information Line on 0345 241 3008.

To make a complaint to the Motor Ombudsman you can either call their information line or fill in an online form at [www.themotorombudsman.org/consumers/make-a-complaint](http://www.themotorombudsman.org/consumers/make-a-complaint).

Please note: The Motor Ombudsman can only deal with your complaint if you have already complained directly to the administrator and at least eight weeks have passed since you did that. Complaints to the Motor Ombudsman must be submitted within 12 months of the administrator's final response.



## Financial Services Compensation Scheme

The Insurer is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if The Insurer is unable to meet its obligations. This depends on the type of business and the circumstances of the Claim. Insurance advising and arranging is covered for 90% of the Claim amount, without any upper limit.

For further information about the scheme (including the amounts covered and eligibility to Claim) You can contact the FSCS helpline on 0800 678 1100 or 0207 741 4100, visit the website [www.fscs.org.uk](http://www.fscs.org.uk) or write to Financial Services Compensation Scheme, PO Box 300, Mitcheldean GL17 1DY.

## Privacy and Data Protection Notice

### 1. Data Protection

Car Care Plan Limited (the "Data Controller") are committed to protecting and respecting your privacy in accordance with the current Data Protection Legislation ("Legislation"). Below is a summary of the main ways in which the Data Controller processes your personal data. For more information please visit [www.view-privacy-policy.co.uk](http://www.view-privacy-policy.co.uk).

### 2. Use of Your Personal Data

The Data Controller may use the personal data it holds about you for the purposes of providing products, services and insurance, administering memberships, handling claims and any other related purposes (this may include underwriting decisions made via automated means), for offering renewal, research or statistical purposes and to provide you with information, products or services that you request from the Data Controller or which the Data Controller feels may interest you. The Data Controller will also use your data to safeguard against fraud and money laundering and to meet the Data Controller's general legal or regulatory obligations.

### 3. Disclosure of Your Personal Data

The Data Controller may disclose your personal data to third parties involved in providing it with products or services, or to service providers who perform services on the Data Controller's behalf. These include group companies, affinity partners, brokers, agents, third party administrators, reinsurers, other insurance intermediaries, insurance reference bureaus, credit agencies, fraud detection agencies, loss adjusters, external law firms, external auditors and accountants, regulatory authorities, and as may be required by law.

### 4. International Transfers of Data

The personal data the Data Controller collects from you may be transferred to, processed and stored at, a destination outside the European Economic Area ("EEA"). Where the Data Controller transfers your personal data outside of the EEA, the Data Controller will take all steps necessary to ensure that it is treated securely and in accordance with this privacy notice and the Legislation.

### 5. Your Rights

You have the right to ask the Data Controller not to process your data for marketing purposes, to see a copy of the personal information held about you, to have your data deleted (subject to certain exemptions), to have any inaccurate or misleading data corrected or deleted, to ask for a copy of your data to be provided to any controller and to lodge a complaint with the local data protection authority.

### 6. Retention

Your data will not be retained for longer than is necessary, and will be managed in accordance with the Data Controller's data retention policy. In most cases the retention period will be for a period of ten (10) years following the expiry of the contract, or the Data Controller's business relationship with you, unless the data must be retained for a longer period due to business, legal or regulatory requirements.

If you have any questions concerning the Data Controller's use of your personal data, please contact **The Data Protection Officer, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG, England.**

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